

Job Description: Cleaning Senior Supervisor

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| Function: | | | | Cleaning | | | | | | | | |
| Position: | | | | Cleaning Senior Supervisor | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Cleaning Services Manager: Steve Ault | | | | | | | | |
| Additional reporting line to: | | | | Distribution, Logistics and Support Services Manager | | | | | | | | |
| Position location: | | | | Colchester PFI | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * Oversee Cleaning Service operations as directed by line management * Clean Authority facilities as directed by line management, and detailed in Essence specification * To work to the Service Standard Statement for Cleaning | | | | | | | | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | EBIT growth: | | n/a | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | n/a |
| Net income growth: | | n/a | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | n/a |
| Characteristics | | * Cleaning Service only | | | | | | | | | | |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| CLEANING DISPOSITION CHART    Cleaning Services Manager - Steve Ault    Senior Supervisor - Angela Simmons Senior Supervisor – Sarah Hale    Supervisor - Supervisor - Supervisor -  Supervisor - Supervisor - Supervisor -    All other Cleaners |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * and administrate the cleaning of buildings/facilities which are occupied by military and civilian personnel, and are in use * Daily supervision of Sodexo cleaners, and resolution of any immediate issues * Observe all Sodexo Health & Safety and QA processes and policies at all times |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To detail and organise the daily cleaning of accommodation blocks, office and workshop areas as directed by the SSS/Essence/Management * To manage and complete on a daily basis the TMS system for Cleaning Services * To produce Essence building schedules for all employees, and ensure kept up to date * Clock in and out daily via the TMS system; report any absence to the cleaning office * Report to the Cleaning Services Manager * Ensure office and supervisor noticeboards are current and maintained * Ensure Company Vehicles are serviced, taxed and insured, and documentation maintained * To produce the monthly cleaning chemical/consumable order for the Cleaning Service * To check work being carried out by cleaning team via self-audits, and in process checks * Hold regular meetings with client to identify any issues * To provide support to the Manager for investigations and disciplinary issues * Promote Sodexo brand by ensuring uniforms are correctly worn and smart appearance for all employees * Attend handheld audits on a regular basis to provide training and transparency * Attend individual and team monthly training, and manager’s team briefs/huddles as directed * Ensure employees returning from sick absence complete return to work within two days of return * Complete with all Supervisors all necessary Great, Cleaning, H&S and QA training as per the Great matrix, and directions from line management * Report any damages to facilities or to Sodexo or Authority owned equipment * Maintain Personal Files for all employees * Wear PPE as provided and instructed at all times * Report all Near Misses and/or accidents through line management as trained * Observe all Sodexo and/or Authority Health & Safety, Fire, Environmental or QA processes and policies at all times * Cover absence as required within allocated area, but also in any other areas, including but not limited to Domestic * Be flexible to cover other areas within the Colchester PFI as directed and where there is a Business need * This list of activities is not exhaustive, and other/ad hoc duties may be required at any time |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Ensure the standards required within the SSS are met * Nil failures via the customer survey process * Reduction in Accidents and near Misses across the site |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Recent experience in commercial cleaning work at supervisory level required * Driving licence desirable but not essential * Working knowledge of Health and Safety processes including COSHH * Administrative experience – computer literacy useful * Experience dealing with conflict handling desirable |
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided |  | | * Learning and Development |  | | * Brand Notoriety |  | | * Commercial Awareness |  | | * Employee Engagement |  | | * Innovation and Change |  | |

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| 9. Management Approval – To be completed by document owner |
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**Signed:**

**Print name:**

**Date:**